

If you have a question that is not covered by this FAQ or the answer does not solve your issue, please call the MLTI Applecare Help Desk at 1-800-919-2775 code: 4MLTI (46584). If the Help Desk is unable to resolve the issue, please ask for the case to be *escalated*. Make sure to record your case number.

**There are two tasks that must be completed by Apple Primary schools for ALL iPad devices (Student Retinas and Teacher Minis):**

**1) The iPad must be enrolled.** Unenrolled iPads can be re-enrolled by the end-user by visiting <http://enroll.mlti.net>. Tech Leads do not need to recollect devices or initiate any management actions for this to take place. "Enrollment" moves an unmanaged device to becoming a managed device. Enrolled devices will show up as "Managed" in Casper.

**2) The iPad must be updated to the latest version of iOS, v7.0.4. or later.** Users should upgrade the operating system by following the standard iOS upgrade process (Settings -> General -> Software Update)

**If you have not reviewed the following resources, please do so prior to calling the MLTI Help Desk:**

*Enhanced Management Webinar Recording*  
(<http://stateofmaine.adobeconnect.com/p21eyw6w6m6/>)

*MLTI Enhanced Management.pdf instructions*  
([http://mlti.org/press/mlti\\_enhancedmanagement.pdf](http://mlti.org/press/mlti_enhancedmanagement.pdf))

## **Frequently Asked Questions:**

### **Enrollment/Supervision/Management**

- 1. We have devices that are enrolled but not supervised. Will this affect the process?**

No, supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

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### **2. Can you explain the difference between Supervised and Managed?**

The act of enrolling manages the devices. Supervised devices are devices that have had additional management capabilities. Terminology:

Managed = Enrolled in Casper

Unmanaged = Unenrolled in Casper

Between now and March 7th supervision can be applied over the air via Casper.

It is possible to have a device managed, but not yet supervised once upgraded to 7.0.4. or later. This is due to the delay between initial enrollment in Casper and the application of supervision over the air.

If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### **3. Do MLTI iPads have to be supervised?**

Yes, supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### **4. So enrolled but not supervised in the goal?**

No, the goal is for all MLTI iPads to be enrolled, upgraded to iOS 7.0.4. or later and supervised. Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### **5. Do devices have to be supervised as well as managed?**

Yes. We want the devices to be managed (i.e. enrolled in Casper) and supervised. Supervised devices are devices that have had additional management capabilities.

### **6. Do the new enrollments return after restoring from iCloud? What happens if a student restores from a pre-feb1 image?**

Provided an iPad is enrolled and updated to iOS 7.0.4. or later before the March 7th, 2014 deadline, an iCloud restore from any date will leave the iPad in the enrolled and supervised state. And iCloud backup will not cause the device to be

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unenrolled or unsupervised. After an iCloud restore is complete please review that the device is enrolled in Casper by looking in Settings > General > Profiles. Enrollment in Casper is included as part of an iCloud restore if the device backup was enrolled in Casper at the time. It is possible that the device was not enrolled in MDM at the time of backup.

There is no negative effect to the device if restored from a backup before February 1st, 2014.

### 7. **How do we re-supervise a device?**

Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### 8. **The teacher iPads came managed but not supervised (I think) - do we need to supervise them for these changes?**

Teacher iPad minis must be enrolled and updated to iOS 7.0.4. or later. The iPad does not need to be supervised in order to complete these two steps.

Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### 9. **For this purpose we have to recollect all of the devices to make sure that they are up to date on iOS 7 and in proper enrollment?**

No, schools do not need to collect the student or teacher iPad devices. Individual users can re-enroll iPads and upgrade to iOS 7 individually.

Starting on February 24th, you should sweep common classes (i.e. math or english) in your schools to ensure they have the "MLTI Complete" Web Clip installed. The web clip looks like:



### 10. **Supervision has not happened on all of our enrolled and updated devices. How can we re-supervise them?**

Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur

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automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

- 11. All of our iPads came managed but not supervised. The only ones that are supervised are the ones that were done manually with configurator. I don't see any option in JAMF to supervise a device over the air.**

Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

- 12. So I have devices that are managed in Casper but are not supervised. Do I need to do anything?**

Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

- 13. Why would they be unsupervised if they are on. 7.0.4. or later?**

Devices need to be both updated to iOS 7.0.4. or later and enrolled. Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

- 14. So the mini's do not have to be supervised before March 7th?**

No, ALL MLTI iPads, including the iPad minis must be enrolled, updated to iOS 7.0.4. or later and supervised by March 7, 2014.

- 15. Do staff minis need to be supervised and how?**

Yes, staff iPad minis need to be supervised. Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

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**16. Should all devices, including Staff iPad Minis be updated to iOS 7.0.4. or later by March or only student devices?**

All MLTI iPad devices, staff iPad minis and student iPad retinas must be updated to iOS 7.0.4. or later, enrolled, and supervised by March 7, 2014. Supervision is an automated process that will take place once a device is both enrolled and upgraded to iOS 7.0.4. or later. You may enroll an iPad and/or upgrade iOS to 7.0.4. or later on both supervised and unsupervised iPads. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**17. How many Profiles should there be on the iPad?**

There is not a standard number of profiles that an MLTI iPad should have. Local schools have the capacity to install additional Profiles. An unmodified MLTI iPad will have 4 Profiles once the device has become managed in Casper.

**18. How do I find the Profiles that are installed on an iPad?**

Launch the Settings app, then go to General > Profiles.

**19. How do I know if an iPad is supervised?**

Supervision is indicated by a line of text under the name of the device in Settings > General > About: "This device is supervised by MLTI."

**20. Can you confirm that there is no harm in having people go to enroll.mlti.net even when they are already enrolled?**

Attempting to re-enroll an MLTI iPad will not harm the iPad. The re-enrollment process will replace the existing enrollment, but not harm the device.

**21. What if there is a failure with the enrollment process?**

There are number of reasons why enrollment may fail. Please check that the device is connected to the Internet and that your school is not blocking access to the DNS address [maine.jamfcloud.com](http://maine.jamfcloud.com). If the device is not enrolled, and the re-enrollment process repeatedly fails, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**22. We have had some devices that show unenrolled but still have MLTI profiles installed. Can you remove the profiles and then attempt to re-enroll the iPad again at <http://enroll.mlti.net>?**

Yes, you can remove the MLTI Profiles and reload them by re-enrolling at <http://enroll.mlti.net>. If re-enrollment fails, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**23. I tried to enroll a device and it is saying "Not Verified"...What next?**

Please re-enroll the device at [enroll.mlti.net](http://enroll.mlti.net). If that does not work please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

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**24. Does removing profiles and re-enrolling them help them become supervised if they are not?**

Some schools have reported that this has worked, but we can not confirm that this will always work. Remember that after enrolling and updating to iOS 7.0.4. or later, supervision may take up to 24 hours to occur. If you have devices that are enrolled and updated, but supervision does not occur automatically within 24 hours, please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**25. Does it make sense a device is supervised but not managed?**

It is possible for a device to be supervised but not enrolled. If you have iPads that are not enrolled, the user may re-enroll by visiting <http://enroll.mlti.net>.

### **Casper/Jamf**

**26. What if we haven't completed the Casper training?**

A Casper training will be offered on Wednesday, February 19th at Apple's Pineland office in New Gloucester, ME. You can register for the event here: <https://edseminars.apple.com/apd/13197>

**27. Do we have cheat sheets available for using JAMF on finding which are managed and not?**

You can create an Advanced Mobile Device Search in Casper to see which devices need attention in real time. Details on how to do this are available here:

[http://resources.jamfsoftware.com/archive/Casper\\_Suite\\_9.2\\_Administrators\\_Guide.pdf](http://resources.jamfsoftware.com/archive/Casper_Suite_9.2_Administrators_Guide.pdf) (see pages 376-377)

A webcast will be offered to review creating Advanced Mobile Device Searches for those that have completed training. This webcast will be offered on Tuesday, February 25th.

**28. What should we do about devices that aren't showing in our JAMF?**

Please call the MLTI Help Desk at 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**29. How can we tell if our caching server is working properly?**

Try reinstalling a popular app that was included as part of MLTI, like Apple's Pages. If that app installs quickly during the middle of a school day your caching server is likely to be functioning. If you are unsure please call the MLTI Applecare Help Desk 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

**30. JAMF does not seem to show the iOS version of devices?**

JAMF's Casper does show this information. The Mobile Device Inventory Display settings allow you to choose which attribute fields to display in the results of a simple mobile device search.

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Details on how to configure the Mobile Device Inventory Display Settings are available here:

[http://resources.jamfsoftware.com/archive/Casper\\_Suite\\_9.2\\_Administrators\\_Guide.pdf](http://resources.jamfsoftware.com/archive/Casper_Suite_9.2_Administrators_Guide.pdf) (see pages 373)

**31. After March 7..will we need a new configuration profile when we use Apple Configurator?**

No, you will not need a new configuration profile.

**32. If I have not had Casper training, how do I generate lists?**

A Casper training will be offered on Wednesday, February 19th at Apple's Pineland office in New Gloucester, ME. You can register for the event here:

<https://edseminars.apple.com/apd/13197>

If you can not attend that class please call the MLTI Applecare Help Desk 1-800-919-2775 code: 4MLTI (46584) and escalate to the Apple MLTI Project Team for assistance.

### iOS Updating

**33. How do we update and enroll spares without Apple IDs?**

Apple IDs are not required for this process. Simply boot the device and complete both steps. For spares or enrollment devices you should leave the device powered on and connected to wireless until you verify that supervision is enabled on the device.



**34. For this purpose we have to recollect all of the devices to make sure that they are up to date on iOS 7 and in proper enrollment?**

No, schools do not need to collect the student or teacher iPad devices. Individual users can re-enroll iPads and upgrade to iOS 7 individually.

Please consider sweeping common classes (i.e. math or english) in your schools to ensure they have the "MLTI Complete" Web Clip installed after Monday February 24th. The web clip looks like:

### Other

**35. Does Single App mode push "through" a device that is in passcode lock?**

No, the request to enter single app mode will be processed after the device is unlocked and on wireless.

**36. Is the push for March 7 because some schools are doing Smarter Balanced Field Testing this year? Not all schools are doing the testing this year, right?**

The March 7th deadline exists because after that date devices will have to be

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erased to gain the benefits of supervision and the enhanced management capabilities.

**37. Is single app mode different than Guided Access in that volume cannot be adjusted in GA after it starts**

Single App Mode allows for an administrator to control what buttons and features of a device are enabled. This access is much more granular than Guided Access. For a complete review of the differences please look at Single App Mode section in a configuration profile inside of Casper.